

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of)
Howard M. Lee)
5) Group Art Unit: 3624
Serial No. 10/721,704)
) Examiner:
Filed: November 25, 2003) Mansfield, Thomas L.
)
10 For: Audio/Video Service Quality Analysis Of)
Customer/Agent Interaction)

RESPONSE TO FINAL OFFICE ACTION

15 Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

Examiner Mansfield:

20 In response to the final Office Action mailed on June 7, 2010 for the
above-referenced patent application, please enter the following amendments and
remarks. This response is being timely filed within two months of the mailing
date of the Final Office action, which occurred on a weekend. Accordingly, the
mailing of an Advisory Action is required. MPEP 706.07(f).

25 **Amendments to the Claims** are reflected in the listing of claims, which begins
on page 2.

Remarks begin on page 19.